

## Office of the Secretary



The Office of the Secretary provides overall guidance and direction to the twelve Divisions within DHSS.

### **ISSUE STATEMENT:**

The twelve Divisions in the Department serve very diverse populations. The Department houses services for all Delaware residents including monitoring of drinking water, regulation of hospitals, cash and medical assistance, forensics, and long term care. As varied as the work of the Department is, there are a number of necessary components: timely and effective customer service, accountability, accuracy and responsiveness. Part of the mission of the staff in the Office of the Secretary is to represent all aspects of the Department and provide "one-stop" information and referral to the Department at large.

### **GOAL:**

Oversee the efficient and effective delivery of health and social services to the citizens of the state

### **KEY OBJECTIVES:**

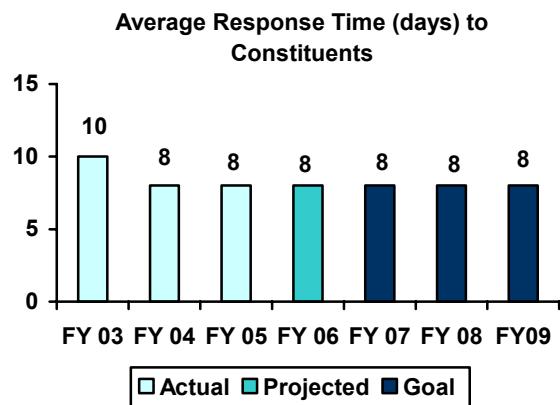
- ◆ Provide overall direction for the operations of the Department
- ◆ Assist in the achievement of excellence with respect to customer service
- ◆ Ensure coordination between agencies within the Department
- ◆ Provide policy guidance and support for the twelve Divisions
- ◆ Ensure effective coordination with the Governor's Office and other cabinet agencies.
- ◆ Ensure timely and appropriate responses to all directives, laws, judicial decisions, inquiries and policies, and specifically to respond to inquiries from constituents in no longer than eight days
- ◆ Coordinate the pursuit of the Department's legislative agenda

### **STRATEGIC INITIATIVES / ACTIVITIES:**

- ◆ An annual departmental leadership conference
- ◆ An annual leadership retreat
- ◆ Constituent relations coordination
- ◆ Development of the legislative agenda
- ◆ Public relations

### **PERFORMANCE MEASURE:**

- ◆ The constituent relations office receives constituent inquiries from a wide variety of sources and through various means, including walk-in clients, telephone, fax, e-mail and written correspondence. An importance measure of our responsiveness is the number of days that it takes to respond to constituent correspondence.



**MONITORING / EVALUATION PLAN:**

- ◆ Annual performance evaluations

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